

Amendments To The Claims:

Please amend the claims as shown.

1 – 18 (canceled)

19. (new) A method for determining causes of disruptive factors in an installation under investigation, comprising:

gathering relevant causation data of performance limits for a plurality of related installations;

generating a questionnaire from the causation data wherein the questionnaire only contains questions relating to the installation under investigation;

collecting responses to the questionnaire questions from employees of the installation under investigation;

analyzing the employee responses to the questionnaire; and

determining the causes of disruptive factors of the installation based on the questionnaire analysis.

20. (new) The device as claimed in claim 19, wherein the disruptive factors are selected from the group consisting of malfunctions and performance limits.

21. (new) The method as claimed in claim 20, further comprising:
storing the causation data in a first database,
storing the installation under investigation data in a second database,
generating the questionnaire by a data processing unit that uses data in the first and second databases,

outputting the questionnaire by an output unit,

collecting the employee responses via an input unit,

storing the employee responses in the second database, and

determining the causes of malfunctions and performance limits by the data processing unit based on the stored responses of the employees.

22. (new) The method as claimed in claim 21, wherein improvement measure data is stored in the first database.

23. (new) The method as claimed in claim 22, further comprises:
assigning the relevant causation data to an installation element, wherein the data in the second database contains data about installation elements occurring in the installation under investigation, and

the questionnaire contains questions for installation elements occurring within the installation.

24. (new) The method as claimed in claim 23, further comprises:
assigning the causation data to target groups of the installation,
generating the questionnaire such that the questionnaire contains questions for employees in the target groups to be questioned, wherein the installation under investigation data contains details about the target groups to be questioned.

25. (new) The method as claimed in claim 24, wherein the questionnaire is directed to drive or automation components of the installation.

26. (new) The method as claimed in claim 25, wherein the responses of the employees are collected via interviews.

27. (new) The method as claimed in claim 26, wherein the responses of the employees are collected via a data network.

28. (new) The method as claimed in claim 27, wherein the relevant causation data is obtained from malfunction or field reports from other installations.

29. (new) The method as claimed in claim 28, wherein the method is implemented by a technical service provider.

30. (new) The method as claimed in claim 29, wherein an assessment of the technical state of the installation is made based on the responses of the employees and with a defined assessment rule.

31. (new) The method as claimed in claim 30, wherein the questionnaire only contains questions for installation elements occurring in the installation and the questionnaire is generated such that it only contains questions for employees in the target groups to be questioned.

32. (new) A device for determining the causes of disruptive factors in an installation, comprising:

- a first database that contains data about causes of malfunctions in a plurality of installations and improvement measure data;

- a second database that contains data about the installation under investigation;

- an output mechanism to output a questionnaire;

- an input mechanism to input responses of employees working in the installation to the questions in the questionnaire and to input the data about the installation under investigation; and

- a data processing unit to generate the questionnaire from the data in the first database and the second database and to determine the causes of disruptive factors of the installation under investigation by analyzing the responses of the employees to the questions in the questionnaire wherein:

- causation data is assigned to target groups of the installation and installation elements,

- data about the installation to be assessed contains data about the target groups to be questioned,

- the questionnaire being generated such that it contains questions for employees in the target groups to be questioned.

33. (new) The device as claimed in claim 32, wherein the disruptive factors are selected from the group consisting of malfunctions and performance limits.

34. (new) The device as claimed in claim 33, wherein the first data base further contains data about causes of performance limits.

35. (new) The device as claimed in claim 34, further wherein:
the data in the second database contains details about the installation elements in the installation under investigation, and
the questionnaire contains questions for installation elements occurring in the installation.

36. (new) The device as claimed in claim 35, wherein the output unit and the input unit are connected to a data communication network that is accessible by the employees.

37. (new) The device as claimed in claim 36, wherein the first database is connected to a plurality of installations via a data network.

38. (new) The device as claimed in claim 37, wherein the questionnaire being generated only contains questions for employees in the target groups to be questioned.